



Consultant / Senior Consultant - Human Factors & Usability

Reports to: Principal - level

Location: London

Summary

We have a new opportunity for a consultant/senior consultant-level Human Factors Engineer & Usability practitioner to join an established team based in Hammersmith.

You will work closely with other members of the human sciences team and apply your knowledge of human factors tools and methodologies to the design and development of a wide range of medical, consumer and industrial products.

Strong communication skills are essential. Successful candidates will also be able to moderate usability sessions and facilitate workshops.

International travel for client meetings and project work will be required as part of the role.

Key Responsibilities & Accountabilities

- Contribute towards / lead (depending on entry level) global project activities within the human factors and research service
- Design and run various types of activity such as contextual inquiry, formative and validation studies in the UK and abroad; Participate in project planning, fieldwork, data analysis, reporting and presentations as appropriate
- Collaborate with other PDD teams and projects to define research opportunities and directions
- Collaborate with PDD's sales and marketing team to build long-lasting client relationships and frame proposals to win new clients
- Work closely with Directors and Principals to develop, present and sell a compelling research service offering as a key point of differentiation to our clients

Requirements

Essential:

- Knowledge of various human factors principles and methodologies that can be applied to the design, development and evaluation of products, services and experiences; demonstrated ability to understand and comply with applicable regulatory pathways for human factors in medical device development
- Excellent verbal and written communication skills with an ability to prepare high quality technical documentation for presentation internally and to external clients
- Ability to self-manage, maintaining flexibility and organisation to meet deadlines on multiple simultaneous projects
- Ability to come up to speed quickly on relevant industry and/or technical knowledge
- Experience in planning and facilitation of large, multi-sited research projects, and application and translation of insights into business strategy or the design direction of products, services and experiences
- Real enthusiasm for design innovation and working closely with designers and engineers
- The ability to build strong client relationships and secure repeat and new business
- Graduate-level qualifications in Human Factors, Psychology, Usability Engineering or a related field (others will be considered with relevant experience)

Desirable:

- Experience of designing and evaluating instructional materials, e.g. IFUs, QRGs and training videos
 - Experience of use-related risk management, including hazard identification, uFMEA, URRRA, and residual risk analysis
 - Experience of conducting preliminary analyses such as task analysis, heuristic analysis and expert reviews
 - Proposal writing experience
 - Previous consultancy experience
 - Chartered Status or working towards Chartered Status
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About PDD

PDD is a leading innovation consultancy, creating products and experiences that enhance businesses and improve people's lives.

With a unique multi-disciplinary approach rooted in human-centred design, PDD helps customers in the healthcare and consumer sectors achieve commercial and creative success. Our global team of researchers, designers, and engineers work together to uncover opportunities, manage risks, and deliver appealing, feasible, and sustainable solutions.

We are committed to a workplace environment that promotes diversity across all our studios. This commitment applies to the talent we hire, the customers we work with, and the people we interact with on our projects.

With studios in London, Shanghai, and Hopkinton MA, we partner with some of the world's leading companies and ambitious startups to deliver meaningful innovation that makes a tangible difference to people's lives.

At PDD, our culture is defined by diversity, inclusion, and curiosity. We are a team of inquisitive, collaborative, and highly motivated individuals who apply creativity and dedication to everything we do.

We offer competitive pay, excellent benefits, opportunities for international travel, and a chance to engage with colleagues at professional and social events.

To apply for this position, please email careers@pddinnovation.com with a cover letter and your CV.